

## Member Services

Call Member Services when

- .... you have a question about the program or your medication
- .... you want to order refills by phone
- .... you need additional mail order envelopes
- .... you would like an NMOP brochure

**Within the United States: 1-800-903-4680**

**Outside of the United States: (contact your long distance carrier for access)**

**800-903-4680 or call 614-421-8211**

Monday - Friday, 8 a.m. - 12 Midnight

Saturdays, 8 a.m. - 6 p.m.

Sunday, 9:30 a.m. - 6:30 p.m., Eastern time

If necessary, a registered pharmacist is available for emergency consultations 24 hours a day, seven days a week by calling the toll-free Member Services number above.

## Special Services

The TDD number for the hearing-impaired is 1-800-759-1089.

For the vision-impaired, upon special request with your order, the pharmacist will provide Braille labels for your prescription containers.

## Merck-Medco On The Internet

As a Merck-Medco plan member, you are automatically eligible for all of the online services available at Merck-Medco Managed Care Online™. Visit us online at [www.merckmedco.com](http://www.merckmedco.com) to:

- ❖ Refill your mail service prescriptions
- ❖ Check the status of mail service prescriptions
- ❖ Discover a world of health information
- ❖ Request DoD mail service envelopes



**Merck-Medco  
Managed Care, L.L.C.**

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FORM #CC58



THE  
DEPARTMENT  
OF  
DEFENSE'S

# NATIONAL MAIL ORDER PHARMACY PROGRAM

*"THE FUTURE OF HEALTHY LIVING"*



*A Benefit for Eligible  
Military Health  
System Beneficiaries*



# THE NMOP PROGRAM

## “THE FUTURE OF HEALTHY LIVING”

### For Medications You Take on a Long-Term, Ongoing Basis

If you’re taking prescription medication on an ongoing basis, such as medication to reduce blood pressure or treat asthma, diabetes or any long term health condition, you should consider using this program. This program is not intended to be used for acute medications such as antibiotics.

### With Mail Order...

- ❖ you can be assured that we follow strict quality and safety controls for every prescription filled.
- ❖ our mail service pharmacies are staffed with highly trained registered pharmacists.
- ❖ you can order up to a 90-day supply of non-controlled medication (30-day supply of controlled medication) as prescribed by your doctor.
- ❖ a registered pharmacist is available for emergency consultations 24 hours a day, seven days a week by contacting Member Services.
- ❖ you can refill your prescription online at [www.merckmedco.com](http://www.merckmedco.com)

Features	The National Mail Order Pharmacy Program**
When to Use:	For prescriptions you take on a regular basis (for example, medication to reduce blood pressure)
Supply per prescription and refills (as prescribed)	*Up to a 90-day supply of non-controlled medications *Up to a 30-day supply of controlled medications *(with certain limits as decided by the DoD P&T committee)
Deductible	None
Your Co-payment per prescription or refill	Active Duty Members: \$0  Active Duty Family Members: \$4  Retirees and their Family Members (USFHP, BRAC Medicare-eligible, TRICARE Senior Prime Enrollees): \$8
Formulary	This program will adhere to the National Mail Order Pharmacy Program Formulary (as decided by the DoD P&T Committee)  <b>NOTE:</b> To view the formulary logon to <a href="http://www.pec.ha.osd.mil/nmop/nmophome.htm">http://www.pec.ha.osd.mil/nmop/nmophome.htm</a>
Member Services	Within the United States: <b>1-800-903-4680</b>  Outside of the United States: <b>(contact your long distance carrier for access) 800-903-4680 — or call, 614-421-8211</b>  Monday - Friday, 8 a.m.-12:00 midnight  Saturdays, 8 a.m.-6 p.m.  Sundays, 9:30 a.m. - 6:30 p.m., Eastern time  To refill on the internet: visit: <b><a href="http://www.merckmedco.com">www.merckmedco.com</a></b>  To obtain an EasyRx form call: <b>1-888-EASY RX 1</b>
**You must obtain a prescription from your physician which can be mailed by you or faxed directly from your physician	
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# Welcome

**Welcome to the National Mail Order Pharmacy Program - the convenient, inexpensive way to obtain the medications you take on a long-term, ongoing basis.**

## The Benefits of this Program

- ❖ Easy online access to refills and more!
- ❖ Convenient delivery to your home, temporary address (US addresses only) or APO/FPO addresses
- ❖ Order up to a 90-day supply of non-controlled medications or up to a 30-day supply of controlled medications (as prescribed)
- ❖ Low co-payments
- ❖ Free shipping and handling
- ❖ No claim forms to file and no waiting for reimbursement
- ❖ Online access to refills and much more!

The Department of Defense National Mail Order Pharmacy (NMOP) Program is administered by Merck-Medco Rx Services – the nation’s most experienced prescription-by-mail service – with registered pharmacists who are committed to filling every order with quality and care.

All Department of Defense beneficiaries must be registered with the Defense Enrollment Eligibility Reporting System (DEERS) to use the National Mail Order Pharmacy Program.

The NMOP Program is completely dependent upon the beneficiary DEERS profile, therefore it is essential that the beneficiary ensure his/her profile is correct and current. To contact a DEERS Support Office please use the below listed phone numbers.

CA 1-800-334-4162

HA, AL 1-800-527-5602

All other locations within the US - 1-800-538-9552

The following are eligible under this program:

- ❖ Active Duty Members Worldwide
- ❖ All CHAMPUS/TRICARE eligible beneficiaries under the age of 65
- ❖ Uniformed Services Family Health Plan (USFHP)
- ❖ All Base Realignment and Closure (BRAC) Medicare eligibles
- ❖ All Tricare Senior Prime Enrollees
- ❖ All TRICARE Senior Supplement Enrollees
- ❖ All Pharmacy Redesign Pilot Program Enrollees (effective 1 July, 2000)

NOTE:

(Eligible beneficiaries with other health insurance coverage must use that pharmacy benefit first.)

Beneficiaries residing outside of the continental U.S. may use only the APO/FPO addresses as their mailing address for this program, and they must have their APO/FPO address reflected in their DEERS file for this program. Prescriptions cannot be mailed to local national foreign addresses. Prescriptions may be mailed to a temporary address in the United States if you or a family member has an extended stay planned.

Embassy personnel who do not have their own APO/FPO addresses should enter the APO/FPO address of the embassy on the mail order envelope (which also serves as the order form). Eligible beneficiaries assigned to embassies which do not have APO/FPO addresses must enter the corresponding official Washington DC address.

## *The Simple Way to Use your National Mail Order Pharmacy*



**Merckmedco.com makes it easy to order your medications from Merck-Medco Rx Services. Here's how:**

### **1. Ordering new prescriptions**

Ask your doctor to prescribe needed medication for up to a 90-day supply of non-controlled medication (up to 30-day supply for controlled medication), plus refills if appropriate. Mail your prescription and correct co-payment in the special order envelope. Be sure to complete the Patient Health Registration Form the first time you order.

Please Note: Controlled substances and narcotics cannot be dispensed to Active Duty military personnel. Prescriptions for controlled substances and narcotics written by military prescribers will not be accepted unless they have their own personal DEA number.

### **2. Three ways to refill your prescriptions**

To be sure you never run short of your prescription medication, you should re-order on or after the refill date indicated on the refill slip. Now there are three easy ways to request refills – you choose the method easiest for you!

- ❖ Refill by Internet: Visit [www.merckmedco.com](http://www.merckmedco.com). Click on “Member Services” and follow the instructions. Have your member ID number (sponsor SS#), prescription number and credit card ready.
- ❖ Refill by phone: Call Member Services and use the automated refill system. Have your member ID#, prescription number and credit card ready.
- ❖ Refill by mail: Simply mail your refill slip and copayment in the special mail order envelope.

### **3. Delivering your medication**

Your order will be processed promptly upon receipt — usually within 48 hours of receipt — and your medication will be sent to you via U.S. Mail or UPS along with instructions for future refills, if applicable (see page 2 for information regarding delivery to addresses outside of the continental U.S.). After processing, please allow up to one week for normal mail delivery. A leaflet explaining the purpose of the drug, correct dosage and other helpful information may also be included.

### **4. Paying for your medication**

You may pay by check, money order or you may authorize billing to your credit card: VISA, MasterCard, Discover/NOVUS, American Express or Diners Club.

# Important Features of The National Mail Order Pharmacy Program

This program has been designed to provide you with the quality of care you expect and the service you deserve – whether it's keeping a profile of your Merck-Medco mail order prescription history or, providing a toll-free number to speak with a pharmacist.

## When to Use This Program

The mail order program is designed for maintenance medications. Mail order is not meant to be the source of pharmaceutical care for acute illness/diagnosis. Continue to fill your short-term, acute medications at military treatment facilities (MTFs) and/or retail pharmacy networks.

## Drug Utilization Review: Safe and Appropriate Use of Medications

Under this program, you and your covered dependents benefit from a comprehensive medication safety review. When your prescriptions are filled through the NMOP Program, a registered pharmacist performs a quality check on every prescription dispensed. Each prescription is checked against your personal medication profile. This is especially important if you take many different medications or see more than one doctor. If there is a question about your prescription, your pharmacist may contact your physician before dispensing the medication.

## Generic Drug Policy

The brand name of a drug is the product name under which the generic drug is advertised and sold. Generic drugs must contain the same active ingredients and be equivalent in strength and dosage form to the original brand-name

product. Under the NMOP program, when appropriate, generic equivalent medications will be substituted for brand-name medications. If a generic equivalent drug does not exist, the brand-name drug will be dispensed. Mandatory generic substitution is also a requirement for medications dispensed from MTF pharmacies. Only generic products rated by the FDA as being therapeutically equivalent are substituted.

## The National Mail Order Pharmacy Program Formulary

By authority of Health Affairs Policy 98-015 dated 23 March 1998, The DoD Pharmacy and Therapeutics (P&T) Committee was established and tasked with the responsibility of managing the DoD NMOP formulary. This committee is composed of military medical providers and pharmacists representing each branch of service and meets quarterly. The DoD Pharmacoeconomic Center (PEC) is the advisory group to the DoD P&T Committee.

The NMOP Formulary has evolved several times since NMOP stood-up in October 1997. During the May 1999 P&T Committee meeting, the formulary was restructured. The restructured NMOP Formulary is designed to 1) enable beneficiaries and prescribers to more easily and accurately determine the availability of medications 2) promote the use of medications that offer significant clinical and/or economic advantages compared to other medications.

The NMOP program remains a generic based pharmacy service. The new NMOP Formulary consists of three basic sections: 1) covered drugs, 2) excluded drugs and 3) new drugs pending DoD P&T Committee review (i.e. not yet available). In general,

injectable and over-the-counter entities are only available if specifically listed in Section I; most FDA approved oral and topical prescription drugs are available unless identified in Section II or Section III.

A general explanation of the three formulary sections and a detailed description or listing of the drugs included in each section may be found on the Internet at <http://www.pec.ha.osd.mil/nmop/nmophome.htm>.

### Health and Prescription Information

Health and prescription information of members and dependents is used by Merck-Medco Rx Services and its affiliates to administer your health benefits programs. As part of the administration, Merck-Medco Rx Services and its affiliates generally report that information to the Department of Defense. Merck-Medco Rx Services and its affiliates also use that information and prescription data gathered from claims submitted nationwide for reporting and analysis without identifying individual patients.